
Hampton Roads Resource Guide

Revised August 2001

FLEET AND FAMILY SUPPORT CENTERS
OF HAMPTON ROADS, VIRGINIA

1-800-FSC-LINE/(757) 444-NAVY (24 Hours)

WEBSITE: www.ffscnorva.navy.mil



**FLEET &
FAMILY
SUPPORT
CENTERS**
OF HAMPTON ROADS

Dam Neck • 492-7150
Little Creek • 462-7563
Newport News • 688-NAVY
Norfolk • 444-2102

Northwest • 421-8770
Oceana • 433-2912
Portsmouth • 396-1255
Yorktown • 887-4606

RTCL0109N

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Unless indicated, all telephone numbers
are located in the 757 area code

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COUNSELING

ANGER MANAGEMENT

Fleet and Family Support Centers provide education/skill-building workshops on anger management for active duty personnel.

Fleet and Family Support Centers

Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Dam Neck Branch	492-7150
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289

BEREAVEMENT

These agencies are supportive to individuals experiencing grief due to the death of a newborn, child, sibling, parent, or spouse. Contact the appropriate agency for more information.

American Guild for Infant Survival (SIDS), Southside	471-9820
Compassionate Friends	488-1165
Catholic Charities Grief Support Group	875-0060
Health Referral, Peninsula	886-6400
Maryview Bereavement Group and Cancer Support Group	398-2452
Parents Group	486-6347
Empty Arms	436-3622
Riverside Hospice	594-2745
SHARE Support Group (miscarriages, stillborn, newborn death), Norfolk	889-5452
Sibling Support Group (Edmarc Hospice)	668-8600
Virginia Beach Hospice Grief Counseling	460-7822
Widowed Persons Service Virginia Beach and Norfolk	420-1788
Widows & Widowers of Tidewater	464-9410
Grief Support Group/NAVMEDCEN Portsmouth	953-5550
Navy Region Mid-Atlantic CACO Coordinator	322-2826
After hours pager	521-9587

COUNSELING

These agencies can assist individuals access counseling services.

Chaplain Duty Offices

Naval Amphibious Base, Little Creek	462-7427/28
Night/weekend (via OOD)	462-7385
Naval Station, Norfolk	444-7363
Night/weekend (via OOD)	322-2365
Naval Air Station, Oceana	433-2871
Night/weekend (via OOD)	433-2366
Naval Weapons Station, Yorktown	887-4711

Departments of Social Services

Chesapeake	382-2000
Hampton	727-1800
James City County	259-3100
Newport News (Denbigh Office)	886-7800 or 926-6600
Newport News (Jefferson Avenue Office)	926-6300
Norfolk	664-6000
Portsmouth	405-1800
Suffolk	923-3000
Virginia Beach	437-3200
Williamsburg	220-6161
York County/Poquoson	890-3787

Community Services Boards

Colonial Services Board	220-3200
Chesapeake	547-9334
Hampton/Newport News	245-0217 or 873-8986
Norfolk	441-5300
Portsmouth	393-8618
Virginia Beach	437-6150

Green Spring (TRICARE mental health provider) (800) 931-9501

Information Center of Hampton Roads 625-4543

Fleet and Family Support Centers

Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Norfolk Naval Shipyard, Portsmouth	396-1255
Naval Support Activity Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Dam Neck Branch	492-7150
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289

FAMILY ADVOCACY PROGRAM

The Navy Family Advocacy Program is designed to address prevention, identification, treatment, follow-up, and reporting of child abuse, neglect, and spouse abuse. SECNAV INSTRUCTION 1752.3A required all military agencies, departments, and individuals to report known or suspected child or spouse abuse. Commands are required to have an officer or senior enlisted member designated as the unit point of contact for Family Advocacy case referrals and liaison for monitoring cases. Military and civilian agencies are available to provide assistance to families experiencing domestic violence. Fleet and Family Support Centers are available for command consultation and command briefs on the Family Advocacy Program.

Navy Family Advocacy

Naval Amphibious Base, Little Creek	462-4277
Family Advocacy social Worker (after hours)	953-5008
Naval Station, Norfolk	444-2230
Naval Medical Center, Portsmouth	953-7801
Naval Air Station, Oceana	433-2555
Naval Weapons Station, Yorktown	887-4301
Contact Peninsula (24-hour) Hotline	245-0041
Crisis Hotline (24-hour)	399-6393

CHILD ABUSE

Department of Social Services/Child Protective Services

Chesapeake	382-2000
Hampton	727-1885
James City County	259-3100
Newport News	
Denbigh Office	886-7800 or 926-6600
Jefferson Avenue Office	247-2300 or 926-6600
Norfolk	664-6022
Portsmouth	405-1800
Suffolk	539-0216 or (800) 552-7096
Virginia Beach (24-hour)	437-3400
Williamsburg	220-6161
York County/Poquoson	890-3787
National Child Abuse Hotline	(800) 422-4453
Statewide Child Abuse Hotline (24-hour)	(800) 552-7096

SPOUSE ABUSE/DOMESTIC VIOLENCE

Shelters for battered women and their children are indicated by an asterisk (*) below.

*AVALON	258-5051
Contact Peninsula (24-hour)	245-0041
*COPE	(804) 693-2673
Family Advocacy Network Services	
Legal Support, Virginia Beach	427-4361
*Health and Emergency Response (HER) Abuse Shelter, Portsmouth ...	485-3384
*Samaritan House and Homeless Families	430-2120
Victim/Witness Assistance Program	
Chesapeake	382-6417
Hampton	726-6978
Newport News	928-6878
Norfolk	664-4850
Portsmouth	393-8729
Virginia Beach	427-8301
York County/Poquoson	890-3402
Virginia Peninsula Council on Domestic Violence Hotline	723-7774
*Women in Crisis (shelter and hotline)	625-5570
YWCA RESPONSE, Southside	623-2115
YWCA Women in Crisis (shelter and hotline)	625-5570

SEXUAL ASSAULT, RAPE, INCEST

The following agencies provide supportive assistance, advocacy, and counseling to rape victims and their families. Professional workshops, consultations, and child sexual abuse prevention workshops are also available.

RESPONSE Peninsula 24-hour Hotline	825-2591
YWCA RESPONSE, Southside	623-2115
Navy Family Advocacy (incest, marital rape, or assault)	
Naval Amphibious Base, Little Creek	462-4277
Family Advocacy Social Worker (After hours)	953-5008
Naval Air Station, Oceana	433-2555/58
Naval Station, Norfolk	444-2230
Naval Medical Center, Portsmouth	953-7801
Naval Weapons Station, Yorktown	887-4301
Fleet and Family Support Centers	
Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Dam Neck Branch	492-7150
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289
Regional Sexual Assault Victim Intervention (SAVI) Coordinator	462-7563
Phoenix Sexual Assault Program (24-hour hotline)	625-5570
State Domestic Violence and Sexual Assault Hotline	(800) 838-8238

STRESS MANAGEMENT

The following organizations provide educational presentations or workshops.

Crisis Center Hotline (24-hour)	399-6393
Naval Medical Center, Portsmouth (Lafayette River Branch)	444-5999
Fleet and Family Support Centers	
Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Dam Neck Branch	492-7150
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289
Naval Medical Center Portsmouth	953-5097
Branch Medical Clinic, NAS Oceana	314-7110

SUICIDE

Military and community support is available to help a service member or family member through the moment of crisis. Help with ongoing concerns can be obtained through Fleet and Family Support Centers or your local Chaplain's office.

Contact Peninsula (24-hour)	245-0041
Suicide Crisis Hotline	399-6393
Fleet and Family Support Center (24-hour)	444-NAVY(6289)
TRICARE: Green Spring	(800) 931-9501
Chaplain Duty Offices	
Naval Amphibious Base, Little Creek	462-7427/28
Night/weekend (via OOD)	462-7385
Naval Station, Norfolk	444-7363
Night/weekend (via OOD)	332-2365
Naval Air Station, Oceana	433-2871
Night/weekend (via OOD)	433-2366
Naval Weapons Station, Yorktown	887-4711
Fleet and Family Support Centers	
Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Norfolk Naval Shipyard, Portsmouth	396-1255
Naval Support Activity Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Dam Neck Branch	492-7150
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289

FAMILY SUPPORT

ADOPTION

Public adoptions in Virginia are handled by the Department of Human Services (1-800-DO-ADOPT). Your Navy Legal Services Office (NLSO) will also assist with legal questions about adoptions, as well as with filing stepparent or immediate relative adoption paperwork with the relevant court.

The Barker Foundation, Inc.	626-1841
Catholic Charities of Hampton Roads	
Chesapeake	484-0703
Newport News	875-0060
Virginia Beach	467-7707
Children's Home Society of Virginia, Inc.	(800) 247-2888
Jewish Family Services, Inc., Virginia Beach	473-2695
Jewish Families of Tidewater	930-1422
National Adoption Center (Info & Referral)	(800) TO-ADOPT
Navy Legal Assistance Offices	
Naval Amphibious Base, Little Creek	462-4759
Naval Air Station, Oceana	433-2230/3116
Naval Station, Norfolk	444-4497/4498
Naval Medical Center, Portsmouth	953-5452
Shore Adoption Service	422-6361
The Datz Foundation, Inc.	(703) 242-8800
United Methodist Family Services, Inc.	
Newport News	596-0710
Virginia Beach	490-9791

BICULTURAL FAMILY RESOURCES

The blending of cultures into one family often has its own unique challenges. The following agencies offer support and resources in this area.

Information Center of Hampton Roads	625-4543
Adult Learning Center (English as a Second Language) ESL	519-9960
Fleet and Family Support Centers	
Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Dam Neck Branch	492-7150
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289
Refugee Resettlement and Employment Office, Norfolk	623-9131

CHILD CARE

Parents looking for child care may need assistance in the search for quality care. Community child care centers and in-home child care resources can be located in the phone book or newspaper. The following services offer child care or assistance in the search for quality care.

Child Care Resource and Referral Office	444-0995
Naval Amphibious Base, Little Creek	462-7868
Naval Station, Norfolk	444-3239/3379
Naval Air Station, Oceana	433-3164
Fleet Combat Training Center, Dam Neck	492-8683
Naval Weapons Station, Yorktown	887-4733
Norfolk Naval Shipyard, Portsmouth	396-3220
Naval Support Activity Norfolk, Northwest Annex	421-8739/8266
The Planning Council, Child Care Answer Line	625-4543
The Child Caring Connection, Williamsburg	229-7940
Child Development Homes	
Naval Amphibious Base, Little Creek	462-4601
Naval Station, Norfolk	444-4359
Naval Support Activity Norfolk, Northwest Annex	421-8266
Naval Air Station, Oceana	433-2188
Naval Weapons Station, Yorktown	887-3440
Department of Social Services/Child Protective Services	
Chesapeake	382-2200
Hampton	727-1885
James City County	259-3201
Newport News (Denbigh Office)	926-6600
Newport News (Jefferson Avenue Office)	926-6161
Norfolk (does not make referrals)	664-6022
Portsmouth (does not make referrals)	398-3600
Suffolk (does not make referrals)	923-3000
Virginia Beach	437-3400
Williamsburg (does not make referrals)	220-6161
York County/Poquoson	890-3787/3976

DISABLED/HANDICAPPED/EXCEPTIONAL FAMILY MEMBER

Information about the Exceptional Family Member Program (EFMP) is available from Naval Medical Center, Portsmouth and Fleet and Family Support Centers. The Social Security Administration can provide information about eligibility and benefits for your exceptional family member. Other resources can provide information and referral.

Naval Medical Center, Portsmouth	953-5833
Social Security Administration	(800) 772-1213

Community Services Boards

Chesapeake	547-9334
Colonial Services Board	220-3200
Hampton/Newport News	873-8986
Norfolk	441-5300
Portsmouth	393-8618
Virginia Beach	437-5760
Information Center of Hampton Roads	625-4543
Virginia Disabilities Services	(888) 568-1000

Branch Medical Clinics EFMP Coordinators

Yorktown	314-6140/6150
Norfolk (Sewells Point)	314-6402
Little Creek (Boone)	314-7313
Dam Neck	314-7230
Oceana	314-7181
Williamsburg	847-7903
EFMP Office at NAVPERSCOM	(800) 527-8830
Information Center, Statewide	(800) 230-6977

Fleet and Family Support Centers

Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Portsmouth Naval Shipyard	396-1255
Naval Support Activity Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Dam Neck Branch	492-7150
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289

Parent Resource Centers

Chesapeake	482-5923
Norfolk	441-2970
Hampton	850-5161
Suffolk	925-5557
Virginia Beach (Special Education Annex)	437-6539
York County	898-0517
Newport News	591-4811

Transportation

TRT Handi-Ride	640-6277
Pentran Handi-Ride	722-3333
Virginia Department of Rehabilitative Services (Hampton)	865-4863
Norfolk	455-0831
Portsmouth	396-6875
Virginia Beach	396-6732
Williamsburg	253-4817

EMERGENCY CHILD CARE

Parents looking for assistance in an emergency can contact the Child Care Resource and Referral Office or the Fleet and Family Support Center hotline.

Child Care Resource and Referral Office	444-0995
Child Care Assurance Plan	627-3993
Virginia Department of Social Services, Eastern Regional Office	491-3990
Fleet and Family Support Center, Norfolk (24-hour)	444-NAVY (6289)
The Planning Council	625-4543

NEW PARENT SUPPORT TEAM

For expectant parents and parents of new babies up to four months of age — the New Parent Support Team offers a variety of services including individualized perinatal and parenting education, as well as support/referral through visits in obstetrical clinic, in the hospital and clinics.

Naval Medical Center, Portsmouth	953-4290
Naval Amphibious Base, Little Creek	314-7348
Naval Air Station, Oceana	433-2535 or 314-7052
Dam Neck Clinic	314-7235
Langley Air Force Base	764-0370
Sewells Point Clinic, Norfolk	314-6209

PARENTING RESOURCES

For information or programs designed to enhance parenting skills, contact the following organizations/groups.

Child Help USA	(800) 4-A-CHILD
Family Focus (Grafton)	898-2945
Good Beginnings (Teen parents of infants only)	397-2121, ext. 309
Mary Immaculate Hospital (Newport News)	886-6400
Fleet and Family Support Centers	
Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Oceana Community Center	433-2055
Dam Neck Branch	492-7150
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289
Navy-Marine Corps Relief Society (Budgeting for Baby)	
Little Creek	464-9364
Norfolk	423-8830
NAVMEDCEN Portsmouth	399-1675
Yorktown	887-5016
Parent Connection	622-9622, ext. 19

Pendleton Child Service Center	427-4537
Pride in Parenting	627-6866
Tidewater Stepfamilies	468-0550
Toughlove.....	481-7674
Virginia Beach Comprehensive Mental Health Services	437-6200

SINGLE PARENT RESOURCES

Parents looking for support services, education, consultation, counseling, recreational, or social services may contact the following agencies. Navy Legal Service Offices (NLSOs) will also provide assistance with nonsupport and paternity issues of single parents.

Big Brothers/Big Sisters	
Chesapeake	549-7437
Hampton	827-0110
Williamsburg	253-0676
Boys Clubs & Girls Clubs (Administrative Office)	853-5632
2766 Monrovia Dr., Norfolk	640-8407
2300 East Berkley Ave., Norfolk	441-1975
2607 Colonial Ave., Norfolk	622-0193
3401 Azalea Garden Rd., Norfolk	855-8908
1505 Competitor Drive, Virginia Beach	368-4445
2686 Lishelle Place, Virginia Beach	468-2255
429 Thornclyff Dr., Newport News	872-6616
Boy Scouts of America	
Peninsula	595-3356
Virginia Beach	497-2688
STOP Organization	490-6037
Girl Scout Council of Colonial Coast (Peninsula)	595-9802
Girl Scout Council of Colonial Coast, Virginia Beach	547-4405
Parents Without Partners	498-2666
Parents Without Partners, Yorktown	898-8645
Fleet and Family Support Centers	
Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Dam Neck Branch	492-7150
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289
Navy Legal Service Office (NLSO) Mid-Atlantic	444-4497/4498
Branch Office, Oceana	433-2230/3116
Satellite Office, Little Creek	462-4759
Fort Eustis	878-3013
Langley AFB	764-3277

FINANCIAL

ALLOTMENTS, DIRECT DEPOSIT SYSTEM (DDS)

The following resources will provide more information about allotments, including how to set up or discontinue an allotment.

Defense Finance Accounting Service (DDS-A/D Customer Service Cleveland)	(800) 346-3374
Defense Finance Accounting Service (Recording of numbers)	(216) 522-5630
Defense Finance Accounting Service (Retiree Pay)	(800) 321-1080
Personnel Support Detachment (PSD)	
DFAS A/D Pay	1-800-346-3374
Naval Amphibious Base, Little Creek	462-8053
Naval Station, Norfolk	444-1005
Naval Air Station, Oceana	433-2944

BANKRUPTCY

Navy Legal Service Offices will offer advice to military members and their families and can file bankruptcy petitions in certain limited circumstances, through the Expanded Legal Assistance Program (ELAP).

Navy Legal Service Offices (NLSO)	
Dam Neck	492-7236
Naval Amphibious Base, Little Creek	462-4759/4760
Naval Station, Norfolk	444-4496/97/98
Naval Air Station, Oceana	433-3127/2230
Portsmouth	953-5452

CONSUMER COMPLAINTS

These agencies maintain consumer files on local businesses, conduct investigations, and offer educational workshops for consumers. Navy Legal Service Offices (listed directly above) will assist in resolving consumer complaints.

Armed Forces Disciplinary Control Board	322-2519
Better Business Bureau	531-1300
Consumer Protection Agencies	
Richmond Department of Consumer Protection	1-800-552-9963
Virginia Beach	426-5836
Virginia Office of Consumer Affairs (all other cities in Virginia)	(800) 552-9963

CREDIT REPORTING AGENCIES

Credit reporting agencies are clearinghouses for credit information on businesses and individuals. They sell credit history to creditors and individuals. Individuals can obtain their own personal credit history from these agencies.

Retail Alliance (Norfolk)	466-1600
Peninsula Retail Merchants Association	873-0519

EMERGENCY ASSISTANCE (FINANCIAL)

This organization will assist families with emergency loans for food, shelter, clothing, and emergency transportation.

Navy-Marine Corps Relief Society	
Dam Neck (Thu: 1130–1400)	492-6005
Little Creek	464-9364
Norfolk	423-8830
Northwest (Mon, Wed, Fri: 1200–1400)	421-8204
Oceana	425-5789
Portsmouth (Mon, Tue, Thu, Fri: 0900–1300)	399-1675
Yorktown (Mon, Tue, Thu: 1000–1400)	887-5016

FINANCIAL/DEBT MANAGEMENT COUNSELING

The first resource used for short-term counseling should be a trained Command Financial Specialist. If not available, or if consultation is required, the Fleet and Family Support Centers and/or the Navy-Marine Corps Relief Society can provide this service on a referral basis.

SHORT-TERM COUNSELING

Fleet and Family Support Centers	
Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-9675
Dam Neck Branch	492-7150
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289
Navy-Marine Corps Relief Society	
Dam Neck (By appointment)	492-6005
Little Creek	464-9364
Norfolk	423-8830
Northwest (Mon, Wed, Fri: 1200–1400)	421-8204
Oceana	425-5789
Portsmouth (Mon, Tue, Thu, Fri: 0900–1300)	399-1675
Yorktown	887-5016

LONG-TERM COUNSELING/DEBT MANAGEMENT

Consumer Credit Counseling Service	
Norfolk	625-2227
Virginia Beach (College Park)	424-2060
Virginia Beach (Independence Blvd.)	473-2227
Peninsula Consumer Credit Counseling	827-8344

LEGAL

These resources will provide assistance with legal matters such as reviewing contracts. For letters of indebtedness your first point of contact would be your Command Financial Specialist (CFS). If your command does not have a CFS, contact your Command Legal Officer. These individuals are trained to assist commanding officers in processing letters of indebtedness as outlined in MILPERSMAN ARTICLE 6210140.

Lawyers Referral Service (Hampton Roads)	623-0132/34
Navy Legal Assistance Offices	
Naval Amphibious Base, Little Creek	462-4759
Naval Station, Norfolk	444-4497
Naval Air Station, Oceana	433-3127
Naval Medical Center, Portsmouth	953-5452
Tidewater Legal Aid Society	
Chesapeake	547-8603
Hampton	827-5078
Norfolk	627-5423
Portsmouth	627-5423
Virginia Beach	552-0026
Williamsburg	220-6837
Virginia Lawyer Referral Service	(800) 552-7977
The Dispute Settlement Center.	480-2777
Provides conflict resolution services for disputes related to consumer/business, tenant/landlord, workplace conflicts and family issues, including divorce, custody, and parenting plans	

PATERNITY AND CHILD SUPPORT

MILPERSMAN ARTICLES 6210120 and 6210125 set the guidelines for nonsupport and paternity policy. NLSOs can advise in these matters.

Child Support Enforcement	
Chesapeake	548-2390
Hampton	865-8080
Newport News	865-8080
Norfolk	(877) 695-5497
Suffolk	(800) 828-1304
Virginia Beach	(877) 695-5491

Juvenile and Domestic Relations Intake Services

Chesapeake	382-8170
Currituck County, North Carolina	(252) 232-2218
Elizabeth City, North Carolina	(252) 331-4759
Hampton	727-6357
Newport News	247-8702
Norfolk	664-7610
Portsmouth	393-8571
York County	890-3480
Virginia Beach	427-4361/62
Williamsburg, James City County	259-3000
Navy Legal Assistance Offices	
Naval Amphibious Base, Little Creek	462-4759
Naval Station, Norfolk	444-4496/97
Naval Air Station, Oceana	433-3127/2230
Naval Medical Center, Portsmouth	953-5452

HEALTH CARE

TRICARE QUESTIONS

Health Benefits Advisors (HBA) are individuals able to answer questions about TRICARE benefits and are available at the following locations.

Health Benefits Advisors (HBA)

Boone Medical Clinic, Naval Amphibious Base, Little Creek	314-7347/45
U.S. Army Health Clinic, Fort Monroe	314-7939
Langley Air Force Base	764-8225/26
Army Community Hospital, Fort Eustis	314-7939
Naval Medical Center, Portsmouth	953-2610/11
Oceana Branch Medical Clinic, Naval Air Station, Oceana	314-7129/30
Sewells Point Medical Clinic, Naval Station, Norfolk	314-6234/35
Yorktown Medical Clinic, Naval Weapons Station, Yorktown	314-6110
TRICARE	(800) 931-9501

DEFENSE ENROLLMENT ELIGIBILITY REPORTING SYSTEM (DEERS)

A computerized information service used to verify enrollment and confirm eligibility for those individuals entitled to uniformed services benefits.

Beneficiary Telephone Center	(800) 538-9552
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DENTAL INFORMATION

United Concordia Companies, Inc. (UCCI) covers basic dental care for the spouses and children of active duty military members for a monthly premium. To enroll family members contact your PSD. The following clinics see primarily active duty personnel, but space available appointments can be made for eligible family members, for emergencies and overseas screening.

Naval Dental Clinic	
Naval Amphibious Base, Little Creek Branch	314-7435/36
Naval Dental Center, Norfolk	314-6516/17
Naval Air Station, Oceana Branch	314-7190/91
Naval Weapons Station, Yorktown	314-6130
Naval Support Activity Norfolk, Northwest Annex	421-8225
United Concordia Companies, Inc. (UCCI)	(800) 866-8499

MEDICAL FACILITIES (FAMILY MEMBERS ONLY)

These military clinics will see family members with an appointment. The pharmacy will serve both active duty and those individuals entitled to medical benefits.

Boone Medical Clinic, Naval Amphibious Base, Little Creek	314-7300
Naval Medical Center, Portsmouth	
Central Appointments (TRICARE)	(800) 931-9501
Patient Information	953-5002/00
Pharmacy	953-0258/59
Refills	953-5021
Oceana Branch Medical Clinic, Naval Air Station, Oceana	314-7000
McDonald U.S. Army Community Hospital, Fort Eustis, Information	314-7500
Fort Monroe Clinic, Central Appointments	(800) 931-9501
First Medical Group, Langley Air Force Base Hospital, Information	764-6833
Sewells Point Branch Medical Clinic, Naval Station, Norfolk	314-6346/47
Yorktown Medical Branch Clinic, Information/Appointments	(800) 931-9501
TRICARE	(800) 931-9501

MENTAL HEALTH RESOURCES

Green Spring is the TRICARE selected network of contracted mental health providers and community resource contacts for family members in the Hampton Roads area. In an emergency, active duty members can be referred to their medical clinics or can be seen at Fleet and Family Support Centers.

TRICARE: Green Spring	(800) 931-9501
Mental Health Association in South Hampton Roads	853-2606
Fleet and Family Support Centers	
Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
24-hour	444-NAVY (6289)
Norfolk Naval Shipyard, Portsmouth	396-1255
Naval Support Activity Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana	433-2912
Dam Neck Branch	492-7150
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289
CREDO Chaplains Religious Enrichment Development Operation	444-1092

MILITARY SICK CALL

These clinics designate certain hours for military members to be seen on an appointment basis.

Boone Medical Clinic, Naval Amphibious Base, Little Creek	314-7460
Naval Medical Center, Portsmouth	953-5077
Dam Neck Medical Annex	314-7233
Fort Monroe Clinic	314-8023
Langley Air Force Base	(800) 931-9501
Naval Weapons Station, Yorktown	(800) 931-9501
Norfolk Naval Shipyard, Portsmouth	314-6935
Oceana Medical Clinic, Naval Air Station, Oceana	314-7003/04
Sewells Point Medical Clinic, Naval Station, Norfolk	314-6245
TRICARE (0630-0700, M-F reserved for active duty appts. only)	(800) 931-9501

PATIENT CONTACT REPRESENTATIVES

These representatives act as a liaison between the patient and the clinic. They receive complaints, investigate, and provide feedback to the patient.

Boone Medical Clinic, Naval Amphibious Base, Little Creek	314-7300
Naval Medical Center, Portsmouth	953-7717
Naval Weapons Station, Yorktown	314-6151
Oceana Medical Clinic, Naval Air Station, Oceana	314-7155
Sewells Point Medical Clinic, Naval Station, Norfolk	314-6391

HEALTH EDUCATION

Educational programs are available to commands and family support organizations on a variety of health-related topics. To determine the availability of program topics in your area, contact the office listed below.

Boone Medical Clinic, Naval Amphibious Base, Little Creek	462-1492
Oceana Medical Clinic, Naval Air Station, Oceana	314-7084
Sewells Point Medical Clinic, Naval Station, Norfolk	445-1471/43
Yorktown Medical Clinic, Naval Weapons Station, Yorktown	314-6109
Dam Neck Clinic	314-7204
Northwest Clinic	421-8272
Norfolk Naval Shipyard Clinic	314-6903
Naval Medical Center, Portsmouth, Lafayette Branch	444-5999
Topics may include:	AIDS: Update What You Should Know
Women's Health Awareness	Nutrition and Fitness
Sexually Transmitted Disease	Personal Hygiene
Pediatric CPR (held at clinic)	Cessation, Cholesterol
	Weight Control
	Smoking
	Hypertension
CREDO Chaplains Religious Enrichment Development Operation	444-1092

SUBSTANCE ABUSE (ACTIVE DUTY)

The following resources provide information and referral to active duty personnel for outpatient/inpatient assistance with alcohol, drug abuse, and compulsive eating disorders. Referrals are made through the command DAPA.

Alcohol Rehabilitation Department (ARD)	
Fort Eustis	878-4601
Fort Monroe	788-2070
Langley Air Force Base	764-6840
Naval Air Station, Oceana (ARD)	433-3433/3436
Naval Amphibious Base, Little Creek (ARD)	462-7524/8148
Naval Station, Norfolk	444-3475/4019
Naval Weapons Station, Yorktown (DAPA)	887-7140
Crisis Hotline (24-hour information and referral)	622-1126
Addiction Rehabilitation Department (NAVMECEN)	
Duty Office (Night only)	444-2050
Family program	445-1548
Norfolk (Inpatient)	444-1948

SUBSTANCE ABUSE (FAMILY MEMBERS)

The following agencies/programs will provide resources to family members with questions or concerns about substance abuse.

Al-A-Teen	499-1443
Al-Anon Information Service of Tidewater	499-1443
Al-Anon (Peninsula)	875-9429
Alcoholics Anonymous	
Tidewater Intergroup	490-3980
Peninsula	595-1212
Crisis Hotline (24-hour information and referral)	622-1126
NAR-ANON Family Group	622-1126
Narcotics Anonymous	(800) 777-1515
New Beginnings, Serenity Lodge	496-6000
Salvation Army	
Norfolk	499-0032
Portsmouth	393-2519
Salvation Army Alcohol Rehab. Center	499-0032, ext. 216
VET Center, Norfolk	623-7584

TRICARE PRIME CLINICS

All these clinics provide primary and acute care to enrolled active duty and family members. These clinics are not equipped to handle life-threatening emergencies.

Boone Medical Clinic, Naval Amphibious Base, Little Creek	314-7496
TRICARE Prime, Naval Medical Center, Portsmouth	953-2411
TRICARE PRIME Chesapeake	314-8999
TRICARE Prime, Lynnhaven Parkway (Virginia Beach)	314-8900
Oceana Medical Clinic, Naval Air Station, Oceana	314-7048
Yorktown Medical Clinic, Naval Weapons Station, Yorktown	(800) 931-9501

OTHER RESOURCES

AMERICAN RED CROSS

The American Red Cross assists with emergency funding as well as supporting requests for emergency leave. Contact the office nearest you.

Fort Eustis	878-3339
Hampton/Newport News	826-7500
(24 hours)	838-7320
Langley Air Force Base	764-2652
Naval Medical Center, Portsmouth	953-5435
Naval Station, Norfolk (24 hours)	440-1111
Norfolk Naval Shipyard, Portsmouth	953-5435
Tidewater Chapter, Norfolk	446-7700
Williamsburg Chapter	253-0228
York Co./Poquoson	898-3090

DESIGNATED SHOPPER/AGENT ASSIST PROGRAM

A program that allows an authorized commissary or exchange patron (who may be disabled) to request a designated person or "agent" accompany the patron to assist him/her with shopping or be allowed to make purchases on his or her behalf at those facilities. Guidelines may be found in BUPERSINST 1750.10, effective 12 December 1996. Contact the following for local base access approvals.

Naval Amphibious Base, Little Creek (Admin Dept.)	462-7342
Naval Station, Norfolk (Pass Office)	322-2978
Naval Air Station, Oceana (Pass Office)	433-3212
Naval Weapons Station, Yorktown (I&R Office)	887-4501

EDUCATIONAL RESOURCES

The following offices of local colleges and universities provide information on degree programs and individual classes. Navy Campus is available to military personnel to assist them with questions about continuing education programs. The Educational Opportunity Center provides career information, career interest testing, educational guidance to individuals entering and/or returning to college, and financial information.

Christopher Newport University	594-7015
College of William and Mary	221-4223
Hampton University	727-5328
Norfolk State University	823-8600
Old Dominion University	683-3000
Thomas Nelson Community College	825-2845
Tidewater Community College	822-1000
Virginia Wesleyan College	455-3208

On-Base Education Offices

Navy Campus

Naval Station, Norfolk	444-7453
Naval Amphibious Base, Little Creek	462-8279
Naval Station, Oceana	433-3129
Fleet Combat Training Center, Dam Neck	492-6183
Naval Medical Center, Portsmouth	953-7853

Educational Opportunities Center

Peninsula	926-6107
Southside	683-2312

Virginia Beach Adult Learning Center	473-5091/519-9960
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EMPLOYMENT

The Virginia Employment Commission provides listings of federal, state, and local full- and part-time job opportunities. Career Development Resource Centers at Fleet and Family Support Centers offer transitioning military personnel, retirees, and their family members access to Virginia Employment Commission information and services, as well as job search skill development, counseling, and support.

Career Development Resource Centers at Fleet and Family Support Centers

Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana (Bldg. 531)	433-2912
Dam Neck Branch	492-7150
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289

Virginia Employment Commission (VEC)

Chesapeake	547-9717
Hampton	727-4886
Newport News	247-2080
FFSC Norfolk	440-4024/25
Norfolk	455-3960
Portsmouth	396-6865
Suffolk	925-2376
Virginia Beach	431-4978
Williamsburg	253-4188

FOOD (EMERGENCY ASSISTANCE)

The following agencies will assist with emergency food assistance to meet basic needs.

American Red Cross	
Fort Eustis	878-3339
Hampton/Newport News	826-7500
(24 hours)	838-7320
Langley Air Force Base	764-2652
Naval Medical Center, Portsmouth	953-5435
Naval Station, Norfolk (24 hours)	440-1111
Norfolk Naval Shipyard, Portsmouth	953-5435
Tidewater Chapter, Norfolk	446-7700
Williamsburg Chapter	253-0228
York County/Poquoson	898-3090
Norfolk Urban Outreach Ministries	461-4213
Navy-Marine Corps Relief Society	
Dam Neck (By appointment)	492-6005
Little Creek	464-9364
Norfolk	423-8830
Northwest (Mon, Wed, Fri 1200–1400)	421-8204
Oceana	425-5756/5789
Portsmouth (Mon, Tue, Thu, Fri 0900–1300)	399-1675
Yorktown	887-5016

FOOD AND FOOD STAMPS (NON-EMERGENCY)

Food stamp programs are government subsidized food programs for low-income families. Self Help and Resource Exchange (SHARE) is a community food program that requires the participant to exchange community service hours plus a small fee for a food package.

Departments of Social Services:	
Chesapeake (Chesapeake General Hospital)	382-2000
Hampton	727-1800
James City County	259-3100
Newport News (Denbigh Office)	886-7800
Newport News (Jefferson Avenue Office)	926-6610
Norfolk	664-6025
Portsmouth	398-3600
Suffolk	405-1800
Virginia Beach	437-3200
Williamsburg	220-6161
York County/Poquoson	890-3787
SHARE	
Norfolk	627-6599
Peninsula	596-7188

WOMEN, INFANTS, AND CHILDREN (WIC)

This is a supplemental food program funded by the U.S. Department of Agriculture (USDA). WIC is administered in the Commonwealth of Virginia by the State Department of Health through the local health departments.

Little Creek	531-2150
Chesapeake	382-8608
Hampton	727-1140
Newport News	
J. Clyde Morris Blvd. Office	594-7438
28th Street Office	247-8079
Norfolk	683-9251
Portsmouth	393-5340
Virginia Beach	
Pembroke Corporate Center 3	518-2789
1091 Norfolk Ave., Suite 206	491-5183
York/Denbigh	886-2810
Williamsburg/James City County	253-4741
Naval Air Station, Oceana	491-5928
Suffolk	686-4956

HOME MEAL SERVICE

These agencies provide in home meal service for the homebound.

Meals on Wheels	
Chesapeake (Chesapeake General Hospital)	546-6458
Hampton	873-0541
Newport News	873-0541
Norfolk	892-5210
Poquoson	873-0541
Virginia Beach	306-2721
Williamsburg	229-9250
Yorktown	873-0541
Senior Services of Southeastern Virginia	461-9481

HOUSING (EMERGENCY ASSISTANCE)

The following agencies may be able to assist with referrals to low income housing and/or provide emergency financial assistance.

American Red Cross	
Dam Neck/Naval Air Station, Oceana	425-8955
Fort Eustis	878-3339
Hampton/ Newport News/Isle of Wight	838-7320
Langley Air Force Base	764-2652
Naval Station, Norfolk (24 hours)	440-1111
Naval Medical Center, Portsmouth	953-5435
Norfolk Naval Shipyard, Portsmouth	953-5435
Tidewater Chapter, Norfolk (Military Assistance)	446-7754
Williamsburg Chapter	253-0228
York County/Poquoson	898-3090
Church Social Ministries Resource Center, Norfolk.....	461-4213
Navy-Marine Corps Relief Society	
Dam Neck (By appointment)	492-6005/7858
Little Creek (Mon–Fri 0900–1300)	464-9364
Norfolk	423-8830
Northwest (By appointment)	421-8204
Oceana	425-5789
Portsmouth (Mon, Tue, Thu, Fri 0900–1300)	399-1675
Yorktown (Mon, Tue, Thu 1000–1400)	887-5016
Salvation Army	
Hampton	838-4875
Norfolk	622-7275
Portsmouth	393-2519
Samaritan House, Virginia Beach	631-0710
(Hotline)	629-4744
Union Mission, Norfolk	627-8686

OMBUDSMAN PROGRAM

The Navy Family Ombudsman Program was created in 1970 as a direct, official link between command and families. The Ombudsman serves as a liaison between the Commanding Officer and the families and is available to provide information and assistance to family members. Your local Fleet and Family Support Center maintains current rosters of all ombudsmen assigned in the Hampton Roads area.

Hampton Roads Ombudsman Chair.....	444-2102
Ombudsman Care Line	444-6288

RELOCATION ASSISTANCE

Fleet and Family Support Centers and area agencies offer services to assist mobile military families entering or leaving the Hampton Roads area. Active duty personnel and thier family members are encouraged to take advantage of the Relocation Assistance Program (RAP) which provides services and resources to assist military members and thier families in all aspects of relocation.

Information on virtually all military bases worldwide, housing, cost of living, schools, taxes, employment, unique area information, and more are available. A variety of basic kitchen and survival items are available for loan to assist families awaiting their household goods. Workshops that address all facets of moving and relocation are conducted, both for CONUS and overseas moves.

The Navy Welcome Center at the Personnel Support Mall (444-2850) in Norfolk can provide personnel and their families with military housing information, information on home buying, selling, and rental information.

Military Housing Information

Naval Amphibious Base, Little Creek	462-7448
Naval Air Station, Oceana and Dam Neck	433-2195
Naval Medical Center, Portsmouth	953-5404
Naval Weapons Station Housing Office, Yorktown	847-7800
Naval Support Activity Norfolk, Northwest Annex	421-8280

Navy Lodges

Naval Station, Norfolk	489-2656
Naval Amphibious Base, Little Creek	464-6215
CONUS Reservations (NAVY INN)	(800) 628-9466
Fleet Combat Training Center Dam Neck	437-8100

Navy Housing Welcome Center, Personnel Support Mall 445-2832

Personal Property Shipping Office (877) 619-8596 or 443-3700

Fleet and Family Support Centers, Relocation Assistance Program

Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Air Station, Oceana (Building 531)	433-2912
Dam Neck Branch	492-7150
Naval Support Activity Norfolk, Northwest Annex	421-8770
Naval Weapons Station, Yorktown	887-4606

SITES <http://www.dmdc.osd.mil/sites>

RETIREE ASSISTANCE

The Retired Activities Program is mandated by the Secretary of the Navy as well as Chief of Naval Operation Directives. The Retired Activities Office (RAO) staff provides assistance in preparing claims for unpaid compensation, the Survivor's Benefits Plan, all types of Government Life Insurance, death benefits under the Civil Services Retirement System when combined with military retirement; problems with annuity pay; former spouse claims and benefits; health care issues; retiree casualty assistance; military records; Dual Compensation Act; benefits for family members, veterans benefits; and pre-retirement planning. Retiree seminars are held each year to bring retirees up-to-date on current issues. The dates for these seminars are published throughout the year in "Shift Colors." The RAO encourages volunteerism and also provides referrals to other agencies and services organizations.

Naval Station, Norfolk	444-2102
Naval Amphibious Base, Little Creek	462-7563

TRANSITION ASSISTANCE MANAGEMENT PROGRAM (TAMP)

The TAMP program provides services to assist military members and thier families with an effective transition into the civilian work force or a military relocation

Transition Assistance Program (TAP)

A four-day class for retirees, separatees, and their spouses that addresses managing transitional change, financial planning, veterans benefits, career and job search techniques, resume writing, interview techniques, and many other aspects associated with transition from the military. To attend this seminar, contact your command career counselor.

Career Development Resource Center (CDRC)

Offers computerized employment and career information systems: local job banks, job search seminars for military and family members, individual employment and career counseling, and a reference library.

Fleet and Family Support Centers

Naval Amphibious Base, Little Creek	462-7563
Naval Station, Norfolk	444-2102
Naval Support Activity Norfolk, Northwest Annex	421-8770
Naval Air Station, Oceana (Building 531)	433-2912
Dam Neck	492-7150
Naval Weapons Station, Yorktown	887-4606
Newport News Office	688-6289

RESOURCES FOR NSA NORFOLK, NORTHWEST ANNEX

The following resources are included for the benefit of those military families who reside or work in North Carolina. For additional North Carolina Resources or information, contact Fleet and Family Support Center, Northwest at (757) 421-8770.

Allotments, Direct Deposit System (DDS)

Personnel Support Detachment (PSD Team 2 Oceana)

Naval Support Activity Norfolk, Northwest Annex (757) 433-2756

Child Abuse

Department of Social Services

Currituck County, North Carolina (252) 232-3083

Camden County, North Carolina (252) 331-4787/1500

Pasquotank County/Elizabeth City, North Carolina (252) 338-2126

Child Care

Child Development Center NSA Norfolk, Northwest Annex (757) 421-8266/8739

Consumer Complaints

Consumer Protection Agencies

North Carolina Office of Consumer Protection (919) 716-6000

Credit Reporting Agencies

Experian (800) 682-7654

Equifax (800) 685-1111

Trans Union (800) 916-8800 or (800) 888-4213

Dental Information (Active duty only)

CAPT William L. McGonagle Branch Dental Clinic (757) 421-822/8652

Domestic Violence (24 hours/7 days/week)

Albemarle Mental Health Center Crisis Line (888) 627-4747

Educational Resources

College of Albemarle (252) 335-0821

Elizabeth City State University (800) 347-3278

Roanoke Bible College (800) 722-8980 or (252) 334-2022

Emergency Assistance (Financial)

Navy-Marine Corps Relief Society, Norfolk (757) 423-8830

Emergency Child Care

Naval Support Activity Norfolk, Northwest Annex (757) 421-8266/8739

RESOURCES FOR NSA NORFOLK, NORTHWEST ANNEX

Employment

North Carolina Employment Security Commission

Jobs Line	(800) 768-5627
Camden County Area	(252) 331-4798
Currituck County Area	(252) 331-4798
Dare County Area	(252) 480-3500
Pasquotank County/Elizabeth City, North Carolina	(252) 331-4798

Family Counseling

Chaplain Duty Officers, NSA Norfolk, Northwest Annex ... (757) 421-8204/8205

Department of Social Services

Currituck County, North Carolina	(252) 232-3083
Camden County, North Carolina	(252) 331-4787/1500
Pasquotank County/Elizabeth City, North Carolina	(252) 338-2126

Financial/Debt Management Counseling

Navy-Marine Corps Relief Society, Norfolk (757) 443-8830

Financial/Debt Management Counseling (Long-term)

Consumer Credit Counseling Service, Elizabeth City (252) 335-9160

Food and Food Stamps (Non-Emergency)

Department of Social Services

Currituck County, North Carolina	(252) 232-3083
Camden County, North Carolina	(252) 331-4787/1500
Pasquotank County/Elizabeth City, North Carolina	(252) 338-2126

Marriage Counseling

Chaplain Duty Officers, NSA Norfolk, Northwest Annex ... (757) 421-8204/8205

Fleet and Family Support Center Northwest (757) 421-8770

Personal Counseling

Chaplain Duty Officers, NSA Norfolk, Northwest Annex ... (757) 421-8204/8205

Sexual Assault, Rape, Incest (24 hours/7 days/week)

Albemarle Mental Health Center Crisis Line (888) 627-4747

Spouse Abuse (24 hours/7 days/week)

Albemarle Mental Health Center Crisis Line (888) 627-4747

Suicide (24 hours/7 days/week)

Albemarle Mental Health Center Crisis Line (888) 627-4747

Women, Infants, and Children (WIC)

Albemarle Regional Health Services

Camden County Health Department	(252) 338-4460
Pasquotank County Health Department	(252) 338-4400
Currituck WIC Site	(252) 232-2271
Dare County Health Department	(252) 473-1198 ext. 240

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COMMAND CONTACTS

Legal Officer _____

DAPA _____

Navy-Marine Corps Relief Rep. _____

Command MC _____

Chaplain _____

Ombudsman _____

Command Financial Specialist _____

Family Advocacy Point of Contact _____

Family Support Group Officers _____

FFSC Command Rep. _____

Health Benefits Advisor (HBA) _____

Exceptional Family Member POC _____

Sexual Assault Victim Intervention (SAVI) POC _____
